

State of Alabama
e-government Services ITB
Bid #01-X-2105627

ADDENDUM

I.1. **OBJECTIVE**: The purpose of this Invitation to Bid (ITB) is to provide sufficient information to interested bidders to prepare and submit bids for consideration by the State of Alabama, Department of Finance (State) to procure the services of a single application service provider (ASP), to provide e-government applications and services to agencies, commissions, boards, etc. for the State of Alabama. The desired outcome of this ITB is to award a contract (the Contract) to the lowest responsible bidder (the Bidder) to provide those services. **The Contract will be a three-year contract, terminable on 60 days notice by either party for failure to satisfy terms of the Contract.**

I.7. **CRITERIA FOR SELECTION**: Contract award, if any, will be pursuant to §41-16-20 et seq. Code of Alabama 1975 based on all factors listed below in the sequence listed below and others implicit within this ITB. The State reserves the right to award any, all, or none as may be in its best interest.

- (1) Specifications: Bid must meet all specifications.
- (2) Bidder Status: Responsible (This criterion includes an evaluation of (A) the bidder's past experience, (B) the ability of the bidder to perform the terms of the ITB, and (C) the quality and relevancy of the items bid) OR **Preferred (as defined in §41-16-20 et seq. Code of Alabama 1975).**
- (3) Price: Lowest From A Responsible Bidder OR Lowest From A Preferred Responsible Bidder (provided the total of such bid is no more than five (5) percent greater than the lowest total bid from Responsible Bidder that is not a **Preferred Bidder**).

III.5. On-line Services and Premium Services

The State also recognizes the distinction between web-based solutions that include Interactive Voice Response (IVR) capability and those that do not. The combined use of a web-based application and IVR will be optional depending on the agency's specific requirements. As such, this ITB recognizes the distinct difference between both options. **IVR support must also provide basic voice recognition to include responses to specific words, numbers, letters, Yes/No, etc. Bidder should identify their ability to provide Natural Language and TDD capabilities at some later date if requested (not required as part of this ITB).**

III.7.4. Multi-Language and Disabled Access

The State may require certain features for offering services in languages other than English. The Bidders must address how multi-lingual issues could be addressed. The e-government applications are not required to be multi-lingual initially.

The Bidder must describe support for state citizens who need special features to accommodate certain disabilities. The Bidder must define its ability to provide the same basic services to persons with disabilities as would be accessible to the general public. Compliance with Federal ADA guidelines and Section 508 of the Rehabilitation Act Amendments of 1998 **as defined in Part 1194 Electronic and Information Technology Accessibility Standards.** (<http://www.section508.gov/>).